



# UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450  
[www.uspto.gov](http://www.uspto.gov)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/052,577	01/18/2002	Brent Magouirk	P68364	7360
40401	7590	04/30/2008	EXAMINER	
Hershkovitz & Associates, LLC 2845 Duke Street Alexandria, VA 22314			LOFTIS, JOHNA RONEE	
ART UNIT		PAPER NUMBER		
3623				
NOTIFICATION DATE		DELIVERY MODE		
04/30/2008		ELECTRONIC		

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

USPTO@hershkovitz.net  
patent@hershkovitz.net

<b>Interview Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/052,577	MAGOUIRK ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	JOHNNNA R. LOFTIS	3623	

All participants (applicant, applicant's representative, PTO personnel):

(1) JOHNNNA R. LOFTIS. (3)\_\_\_\_\_.

(2) Dinh Nguyen. (4)\_\_\_\_\_.

Date of Interview: 16 April 2007.

Type: a) Telephonic b) Video Conference  
c) Personal [copy given to: 1) applicant 2) applicant's representative]

Exhibit shown or demonstration conducted: d) Yes e) No.  
If Yes, brief description: \_\_\_\_\_.

Claim(s) discussed: 1-23.

Identification of prior art discussed: Geerling, US 5956693.

Agreement with respect to the claims f) was reached. g) was not reached. h) N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Clarification of the non-purchaser data used in analysis of historical data as well as clarification of client ticket sessions. Examiner will update search upon receipt of amendment.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN A NON-EXTENDABLE PERIOD OF THE LONGER OF ONE MONTH OR THIRTY DAYS FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

/Johnna R Loftis/  
Examiner, Art Unit 3623

Examiner Note: You must sign this form unless it is an attachment to a signed Office action.

Examiner's signature, if required